

ORIGINAL

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December 23, 2015

Arizona Corporation Commission (ACC)
Docket Control Center
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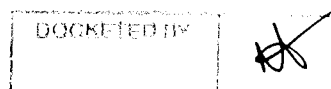
Arizona Corporation Commission

DOCKETED

DEC 28 2015

AZ CORP COMMISSION
DOCKET CONTROL

Re: Docket # T-01051B-15-0382



IN OPPOSITION to CenturyLink's "Facility Relocation Cost Recovery Surcharge"

Commissioners;

As a CenturyLink customer, I strongly object to their latest attempt to scam customers with another add-on fee. I urge you to vote NO when the matter comes before you.

"Scam" may seem like a strong word but try calling the phone number CenturyLink provided customers in the mailing they sent out and asking just what specific "facilities" needed "relocating" in Arizona and you will find, as I did, that CenturyLink cannot answer.

"If you have any questions about this Application or have any objections to its approval, you may contact CenturyLink in writing at the address in the preceding paragraph, by phone at 866-755-7435"

(CenturyLink mailing, also docketed here:

<http://images.edocket.azcc.gov/docketpdf/0000167332.pdf>)

Here was my experience: First person who answered had no idea what I was talking about and placed me on hold for several minutes while searching for someone who might know. Second person who answered did not know either. The conversation was surreal as I then asked him to find out and he flatly refused. I explained the mailing and that this was the number given. He didn't care. I explained that *someone* or *some department* at CenturyLink must know what I am talking about and that I wanted to talk with them. He didn't care. I asked him to transfer me to his supervisor. He came back after placing me on hold for several minutes and said that he was not going to transfer me because none of his supervisors knew either. He then said he would transfer me to another department, laughed and hung up on me.

This is not a complaint about CenturyLink's poor customer service. I related the above to show that CenturyLink cannot provide any reasons for this money grab. They cannot provide any at the number they list. They provided none in the mailing they sent out. They have provided none in their ACC docket filings. If someone is asking for money they should damn sure have their ducks in a row. CenturyLink does not. In short, this is a scam.

Additionally, enclosed is a fairly recently article from Dow Jones Newswires detailing CenturyLink's profit increases. It's clear from the article that CenturyLink does not need another \$1 to \$3 a month from their Arizona customers.

Vote NO.

Sincerely,



Warren Woodward

CenturyLink Profit Rises on Higher Business Network Sales

48 days 2 hours 23 minutes ago - DJNF

By Josh Beckerman

CenturyLink Inc.'s third-quarter profit rose 9% as its business network sales increased.

The communications and information technology company said a strong "sales funnel" has continued into the fourth quarter, with October sales marking its best monthly total this year.

CenturyLink added about 11,300 Prism TV customers during the quarter, for a total of about 269,000.

CenturyLink also has hired financial advisers to pursue strategic alternatives for its 59 data centers, potentially including a joint venture or sale.

"We expect colocation services to remain part of our service offerings, but we do not believe ownership of the physical data center assets is necessary to effectively deliver those services," the company said. For the quarter ended Sept. 30, net income was \$205 million, or 37 cents a share, compared with \$188 million, or 33 cents a share, a year earlier. Earnings excluding items rose to 70 cents a share from 63 cents.

Operating revenue rose 0.9% to \$4.55 billion from \$4.51 billion.

Revenue related to a government program to expand rural broadband service, and strength in high-bandwidth data services and consumer strategic revenue, offset declines in low-bandwidth data services and the landline business.

The company expects fourth-quarter earnings excluding items of 62 cents to 67 cents a share on operating revenue of \$4.4 billion to \$4.45 billion.

CenturyLink has stepped up its efforts in cloud technology and big data with the acquisitions of Tier 3, Cognilytics and Orchestrate.

In after-hours trading, shares were up 1.7% to \$28.49.

Write to Josh Beckerman at josh.beckerman@wsj.com

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(END) Dow Jones Newswires

November 04, 2015 19:00 ET (00:00 GMT)